

# Child Support Services

Pamela McManis, Director

## MISSION STATEMENT

To promote the well being of children and the self-sufficiency of families by delivering first-rate child support services and collection activities that contribute to meeting the financial, medical, and emotional needs of children.

## CHILD SUPPORT SERVICES FUND 100 / APPROPRIATION 21720

	Actual 2002-03	Budget 2003-04	Requested 2004-05	Recommended 2004-05	Change %	Adopted 2004-05
<b>Expenditures</b>						
Salaries and Employee Benefits	\$ 4,683,987	\$ 4,999,534	\$ 5,243,260	\$ 5,243,260	5%	\$ -
Services and Supplies	1,728,109	1,296,353	1,067,044	1,067,044	-18%	-
Other Charges	-	451,000	465,573	465,573	3%	-
Intra Fund Charges	573,773	740,389	835,277	835,277	13%	-
<b>Gross Budget:</b>	<b>6,985,869</b>	<b>7,487,276</b>	<b>7,611,154</b>	<b>7,611,154</b>	<b>2%</b>	<b>-</b>
Intra Fund Credits	-	(323,071)	(432,376)	-	-100%	-
<b>Net Budget:</b>	<b>\$ 6,985,869</b>	<b>\$ 7,164,205</b>	<b>\$ 7,178,778</b>	<b>\$ 7,611,154</b>	<b>6%</b>	<b>\$ -</b>
<b>Revenue</b>						
Licenses, Permits and Franchises	\$ 2,498	\$ -	\$ -	\$ -	0%	\$ -
Revenue from Use of Money and Property	13,139	10,000	12,376	12,376	24%	-
Intergovernmental Revenue	6,971,612	6,697,205	7,062,935	7,029,738	5%	-
Charges for Services	5,733	6,000	2,197	2,197	-63%	-
Miscellaneous Revenue	1,583	-	-	-	0%	-
Other Financing Sources	-	-	101,270	101,270	100%	-
<b>Total Revenue:</b>	<b>6,994,565</b>	<b>6,713,205</b>	<b>7,178,778</b>	<b>7,145,581</b>	<b>6%</b>	<b>-</b>
<b>Net County Cost:</b>	<b>\$ (8,696)</b>	<b>\$ 451,000</b>	<b>\$ -</b>	<b>\$ 465,573</b>	<b>3%</b>	<b>\$ -</b>
Allocated Positions	97	97	90	90	-7%	-

## CORE FUNCTION

### Child Support Services

The department establishes legal parental relationships between parents and children, establishes reasonable monthly support orders, collects support payments, and establishes and enforces medical-support orders to provide health insurance for children. These functions are accomplished through legal actions or agreements of the parties, and by interviewing parents and guardians to provide for the best interests of children.

### FY 2003-04 Major Accomplishments

- Received written acknowledgment from the State of California in recognition of Placer County having been the most-improved child support department in the state.
- Improved overall efficiency and effectiveness of Child Support Services by implementing ongoing enhanced staff training and development. This endeavor was accomplished through a full-time staff trainer position, outside consulting services, and specialty services provided by Organizational Development.

### Health & Human Support Services

# Child Support Services

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- Implemented a video-conferencing system between the Tahoe and Auburn branches of Child Support Services that allows them to work more effectively and enhance customer service and staff training. Placer County Child Support was also instrumental in providing support at the state level in rolling out a regional video-conferencing network involving 11 counties that is being used by other county departments.
- Held an employer forum, which was conducted for the first time in Placer County, to advise and educate local employers on the many laws that govern wage withholding and insurance requirements with respect to child support. A single point of contact was established to assist employers with issues or questions that may arise in this regard.
- Created a vertical, case-management system as our method of service delivery. The purpose is to improve customer service by assigning key staff members to individual families, thereby providing familiarity with each family's issues through improved staff accountability and responsibility.

## FY 2004-05 Planned Accomplishments

- Maximize federal funding for the State's Child Support Program, which will be accomplished by improving performance of collections on current support and collections on arrears.
- Successfully transition from our current automated Child Support System to Computer Assisted Support Enforcement System (CASES) as required by the California Department of Child Support Services.
- Prepare for the implementation of a new single statewide collection and distribution system. This system will remove the collection and distribution of child support payments from individual California counties to one central state location.

## Department Comments

The Placer County Department of Child Support Services has completed its strategic plan for FY 2003-04 and continues to fully embrace performance improvements. At the March 2003 quarterly Child Support Directors' meeting, the State Department of Child Support Services distributed the counties' Federal Performance Measurement Report for the federal fiscal year through January 31, 2003. In that report, Placer County ranked ninth out of the 58 counties based on four key federal performance measurements.

Considering the state of the economy, this department is proud of its staff and their commitment to continued program improvement. The major challenge facing this department for FY 2003-04 will be maintaining our ongoing commitment to program improvement at the local level while dealing with continued fiscal uncertainty at the state level.

## County Executive Comments And Recommendations

The department's net budget has been reduced to conform to anticipated funding from the State Department of Child Support Services, and additional budget adjustments will most likely be necessary upon adoption of a final state budget.

The department has assessed the potential impacts of the proposed reduced state funding. Based on its current projections, it has planned to de-allocate 7 of its 12 vacancies and maintain the remaining 5 vacancies in order to meet target budget. The assistant director position will also be kept vacant. In addition, all extra help and overtime funding have been eliminated.

The \$465,573 net county cost represents Placer County's share of the federal child support penalty passed along to counties by the state.

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## CORE FUNCTION: CHILD SUPPORT SERVICES

### Case Management Program

**Program Purpose:** To provide efficient and high-quality case management services for our customers in order to provide effective child support services and to achieve high levels of customer service satisfaction.

**Total Expenditures:** \$7,252,982

**Total Staffing:** 86.0

- **Key Intended Outcome:** The well being of children will be protected and the sufficiency of families will be maintained.

Case Management Indicators:	Actual 2002-03	Projected 2003-04	Target 2004-05
% of paternities established to out-of-wedlock births	90%	102%	100%
% of total cases with support orders established (the state's goal is 72%)	86%	88%	90%
% of current support collected to current support due (the state's goal is 55%)	50%	57%	60%
% of cases paying on arrears to cases with arrears due (the state's goal is 60%)	50%	57%	62%
% increase of collection from previous year	6%	7%	8%
\$ of support collected for every dollar spent	\$2.50	\$2.54	\$3.11

**Program Comments:** With regard to the percent of paternities exceeding 100%, the number of paternities established by the department may occasionally exceed the paternity population numbers established by County Vital Statistics, due to variation in data collection procedures.

### Financial Management Program

**Program Purpose:** To provide efficient and high-quality financial management services, such as the collection and distribution of child support for our customers, to ensure timely and accurate distribution of child support to families.

**Total Expenditures:** \$358,172

**Total Staffing:** 4.00

- **Key Intended Outcome:** Child support payments are distributed timely and accurately.

Financial Management Indicators:	Actual 2002-03	Projected 2003-04	Target 2004-05
% of support payments distributed within two days of collection	90%	98%	99%
% of undistributed child support payments per year	1%	.08%	.07%

**Program Comments:** The percentage of child support collections disbursed within two working days measures the timely distribution of collections ensuring that no more than one percent of total collections due to parents and families are undistributed at any time.

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